



**Office of the Attorney General
Paul G. Summers**

**Department of Commerce and Insurance
Commissioner Paula Flowers**

NEWS RELEASE

Office of the Attorney General
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Division of Consumer Affairs
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FOR IMMEDIATE RELEASE
Dec. 12, 2005
#05-33

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**TENNESSEE ATTORNEY GENERAL ADDRESSES DIRECTV CONSUMER
CONCERNS WITH MULTISTATE AGREEMENT**

Tennessee Attorney General Paul G. Summers hopes to clear up any misunderstandings Tennesseans may have with DIRECTV after signing a \$5 million multistate agreement to stop any misleading marketing or advertising.

Consumers in several states complained about small unreadable print in advertisements and not being able to understand exactly what their obligations were to DIRECTV until after they were committed by a contract. Other complaints included not being able to get local channels.

“People expect to get what they pay for,” General Summers said. “For some people, local channels are a lifeline to their community and are an important part of a consumer’s decision to order a particular television service. We felt this was especially important to Tennesseans as part of our agreement.”

Other complaints included consumers being charged a fee for not activating DIRECTV in a timely way, paying for but not receiving all local channels they expected to receive, or about being assessed a fee for terminating service before the “free programming offer” period expired.

As part of the agreement, DIRECTV has agreed to provide restitution to consumers who complained about the matters previously discussed, clearly explain all restrictions and conditions in its advertising and to pay the states a total of \$5 million. Tennessee's share is \$485,000 to go to consumer education, costs of the investigation and to the state's general fund. DIRECTV has agreed to clearly inform consumers of the total scope of the consumer's obligation if he or she accepts a DIRECTV service and/or equipment offer in its advertisements.

Consumers with complaints about the terms contained in their contracts, problems with installation, difficulties activating or receiving programming, or termination fees that were charged when they canceled their service, may be eligible to receive restitution under the settlement. To receive restitution consumers must either (1) have filed complaints in the past with either the Attorney General or DIRECTV concerning these issues or (2) file complaints with the Attorney General or DIRECTV by May 11, 2006.

Consumers who wish to file claims for restitution should file a complaint with Consumer Protection Division of the office of the State Attorney General at P.O. Box 20207; Nashville, TN 37202-0207 or to DIRECTV at a special address that they have provided at : DIRECTV; State Complaint Program; P.O. Box 29079; Glendale, CA 91209-9079.

All complaints must be received no later than May 11, 2006.

The other states that have signed this multistate agreement are Delaware, Florida, Georgia, Idaho, Illinois, Kansas, Maryland, Massachusetts, Montana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, Ohio, Oregon, Pennsylvania, Texas, Vermont and West Virginia.